



# The Business Value of Cisco Solution Support

IDC spoke with organizations using services from the Cisco Customer Experience (CX) portfolio to help them run and optimize their Cisco IT environments. Interviewed organizations reported that access to expert Cisco engineers through Cisco Solution Support have enabled them to run **more robust, reliable IT environments**. As a result, they have **minimized risk** associated with incidents and outages, while also **enabling substantial staff efficiencies and optimizing costs**.

## KEY RESULTS FROM OVERALL CISCO SERVICES STUDY



**253%** 3-year ROI



**4 months** to breakeven

U.S.-BASED UTILITIES COMPANY

“We were looking to have more control over our network and datacenter infrastructure. We wanted more timely response and believed a direct relationship with Cisco through Cisco Solution Support would accomplish that.”

## Staff and Cost Efficiencies Through Use of Cisco Solution Support



**>2x more**  
staff time spent on  
innovation



**49% more**  
efficient IT network  
infrastructure and other  
IT infrastructure teams



**10% lower**  
costs for IT  
environments  
supported

U.S.-BASED UTILITIES COMPANY

“The direct line to Cisco with Cisco Solution Support is key. I estimate that has improved resolution time by 40% and we can learn to prevent network issues.”

## Agility and Performance Benefits Through Use of Cisco Solution Support



**55% faster**  
to resolve per  
incident



**51% lower**  
productivity losses,  
unplanned downtime



**50% fewer**  
tickets escalated  
to Level 2/3 support